



Logging into the CCTO Tool

COVID-19 Community Team Outreach

See below for guidance on logging into the CCTO Tool:

To Log Into the CCTO Tool (Sandbox or Production System):

1. Open a 'Private' browser window. *In Chrome, this is called an 'Incognito window'. You can open an Incognito window by clicking the three vertical dots in the upper right-hand corner of the browser window.*
2. Click the corresponding link below to access the appropriate system:
 - Sandbox: <https://dhhs-covid19-ccto-uat.crm9.dynamics.com/>
 - Production: <https://dhhs-covid19-arias-prod.crm9.dynamics.com/>
3. To log in, please use your NCID. If your NCID is 'jsmith12', you will login with 'jsmith12@nc.gov.' Do NOT use any other email address. *You could receive an error message if the system is attempting to log you in with another email. You will know this is the case if you see a different email in the error message.*
4. If you get the error message, you should first click 'Sign Out'. Then, try logging in again. Make sure you are using the correct login format (*jsmith12@nc.gov*).
5. If you have logged in with the correct credentials, but you are still receiving an error message, you have likely NOT been granted a Dynamics 365 Security role. Please reach out to your NCID Admin. If you don't know who your NCID Admin is, please reach out to your supervisor. If you are in CCNC, please send an email to: CCTC_NCID_Admin@carolinactc.org

1

Open an Incognito Window

2

Access the System

3

Login with your NCID

4

In case of Error

5

Confirm Security Role

Using an incognito window is advised, as logging into a Microsoft platform using several different email addresses can cause problems. You can also log in using a different browser.

You are not a member of this organization
jsmith12@carolinactc.org
Should be: "jsmith12@nc.gov"

You (jsmith12@nc.gov) need a Microsoft Dynamics 365 security role to access this environment
need a Dynamics 365 security role"

For more information about the onboarding process and getting started with CCTO, view the [CCTO Tool Onboarding job aid](#).